

10020365 .032103 #4

Applicant: [redacted] et al. S.N. 10/020,365 Atty. Dkt. No.: 17652-01
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXP
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

1/14

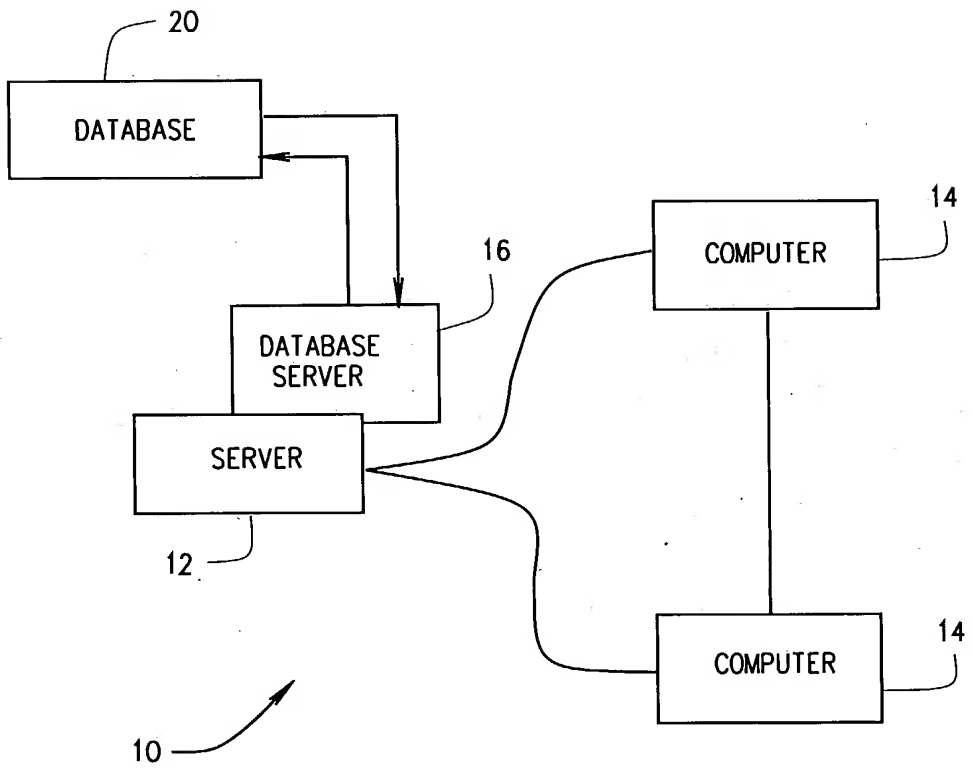


FIG. 1

2/14

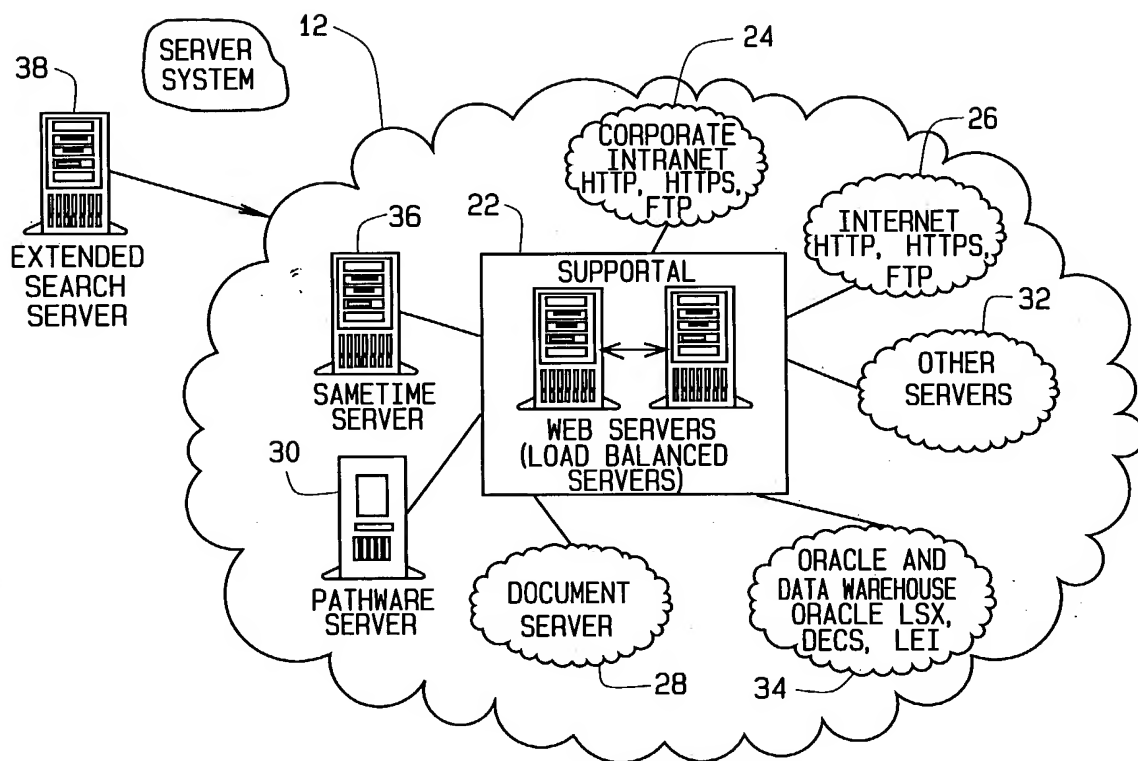


FIG. 2

3/14

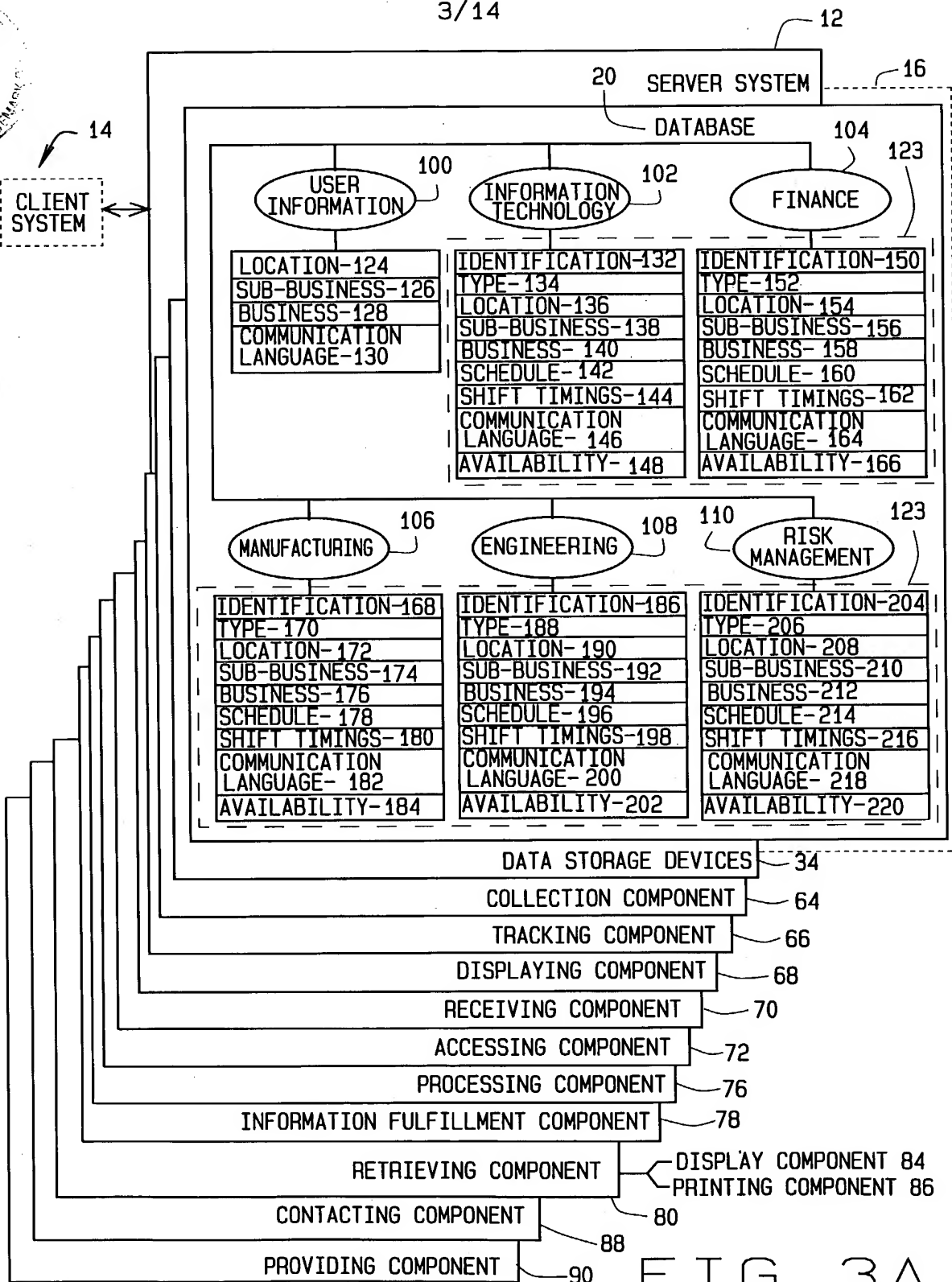


FIG. 3A



Applicant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 170000013
 Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
 INFORMATION ON SELECTED MATTERS
 Daniel M. Fitzgerald, Armstrong Teasdale LLP
 One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

4/14

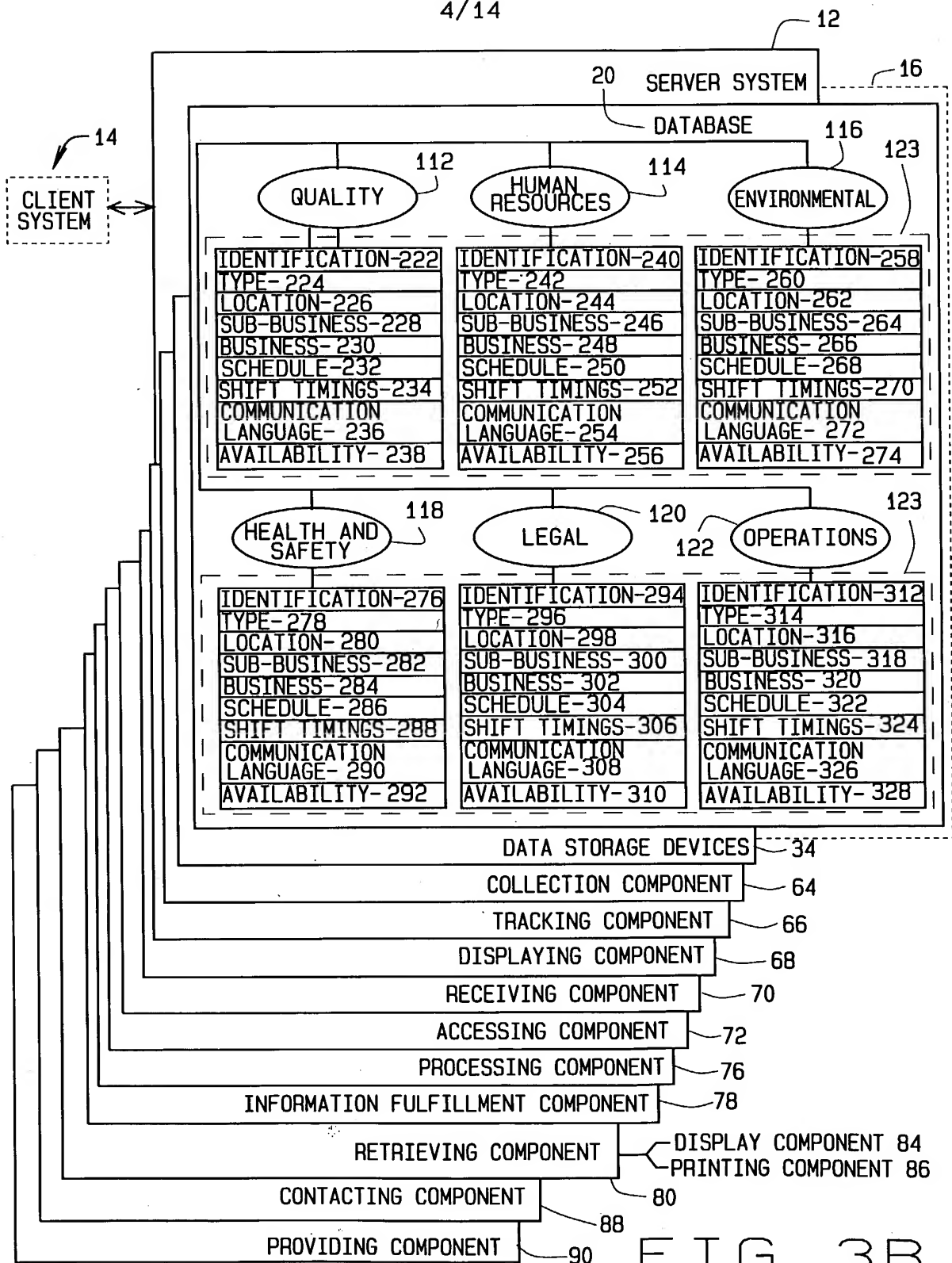


FIG. 3B



Application of Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 1765-013
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

5/14

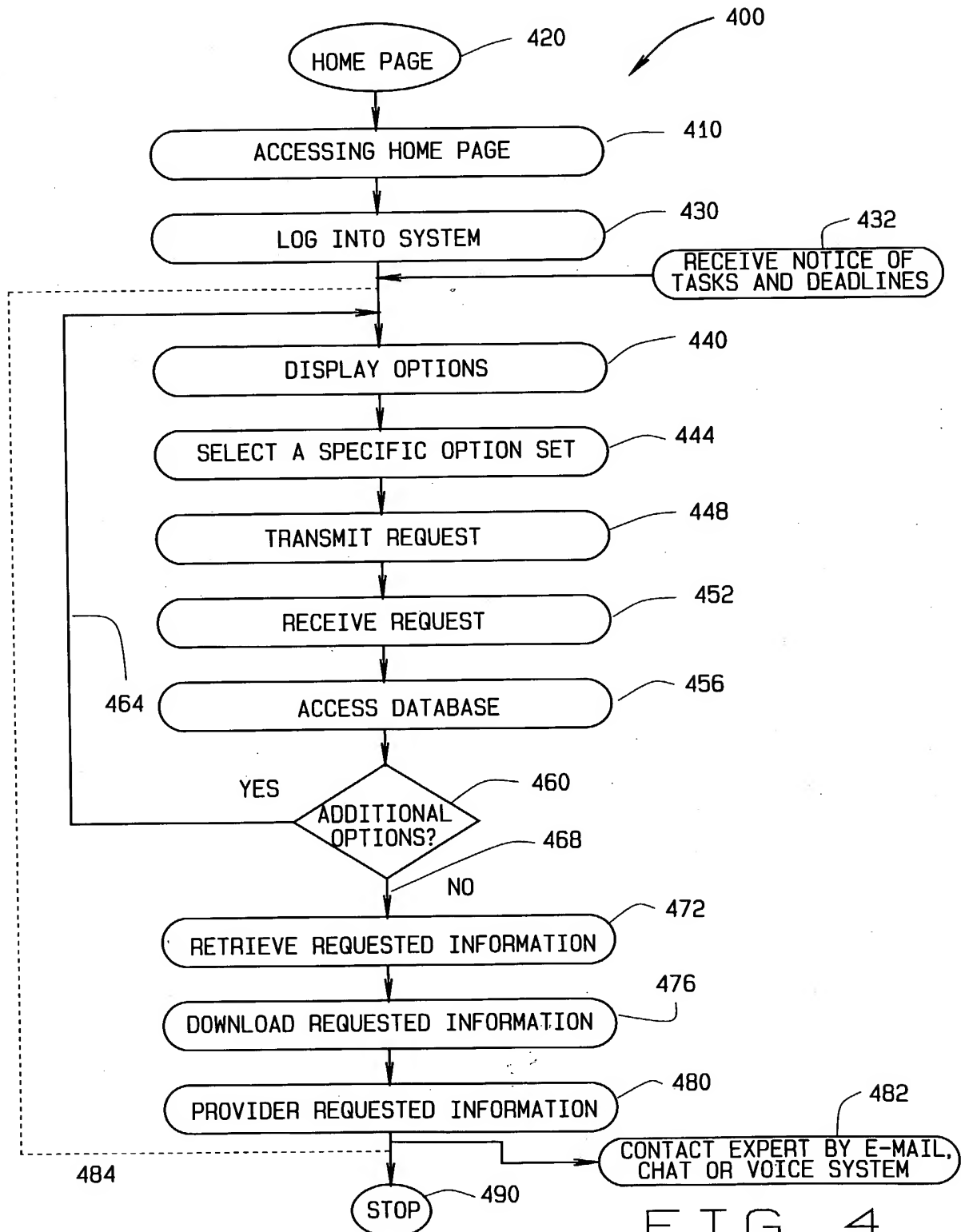


FIG. 4



Application: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 176-013
 Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING ELECTRONIC
 INFORMATION ON SELECTED MATTERS
 Daniel M. Fitzgerald, Armstrong Teasdale LLP
 One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

6/14

FILE EDIT VIEW FAVORITES TOOLS HELP			
<input type="button" value="YOUR PHOTO HERE"/> HELLO SAMBEDU WELCOME TO CORPORATE INCENTIVES GROUP	IF YOU ARE NOT SAMBEDU CLICK HERE IF YOU ARE A NEW USER CLICK HERE TO UPDATE YOUR PROFILE CLICK HERE E-BUSINESS/INFORMATION TECHNOLOGY NEW HAVEN		
ADMINISTRATOR MY CASES EXPERT FACILITATOR CO-FACILITATOR HELP FEEDBACK WHAT'S NEW			
IT ACTIONS: VIRUS PROTECTION CORE LEAD CHECK ► MORE			
AUTO CUSTOMIZED CUSTOMIZED EXPERTS BY COMMUNITY EXPERTS BY LOCATION EXPERTS A-Z BROWSE COMMUNITIES/SUBSCRIBE FORM A NEW COMMUNITY			
COLLABORATION TOOLS LOTUS LEARNING SPACE 4.0 LOTUS QUICKPLACE LOTUS SANETIM LOTUS TEAMROOM	GRAPHICS & MULTIMEDIA ADOBE PHOTOSHOP MS PUBLISHER	TOOLS & UTILITIES SUPPORT.COM	COMPUTERS & MICROSOFT ACCESS EXCEL MS FRONTPAGE MS INTERNET EXPLORER MORE... [5]
PROGRAMMING & DATABASE ASP C++ DORING.DOC/WORKFLOW ► MORE... [12]	SUPPORTCENTRAL CREATING TRAINING IN SUPPORTCENTRAL BUGS SUPPORTCENTRAL DEVELOPMENT TEAM SUPPORTCENTRAL ENHANCEMENTS ► MORE... [3]	E-COMMERCE/INTERNET BELL E-BUSINESS SURVEY INTERMOVIE M-COMMERCE AND WIRELESS NETSCAPE COMMUNICATOR MORE... [1]	I/T ARCHITECTURE XML
SOFTWARE APPLICATIONS WINDOWS TERMINAL SERVER ADMIN	SERVICE PROVIDERS TATA CONSULTANTS (TCS)	OTHER BUSINESSES INDUSYS PROCESS METALLURGICAL UNIGRAPHICS FOR MANUFACTURING WORKPLACE	OTHER LOCATIONS BUILDINGLOCAL SERVICES FOR FAIRFIELD, CT.
GLOBAL ECONOMICS	NEW COMMUNITIES DEEPTI SUPER COMMUNITY TEST SUPER TEST SUPER COMMUNITY FOR TESTING ESCALATION TEST1 ► MORE... [4]	MY EXPERTS DEBAROYA KEVIN SAMBEDU SUKHTINDER	

SEARCH

ADVANCE SEARCH HELP
SEARCH THROUGH ALL OF
SUPPORT CENTRAL, OR SELECT
A CATEGORY BELOW

SEARCH ALL ☒

TELL A FRIEND ABOUT

LEH

500



Applicant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 1765 013
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

7/14

700


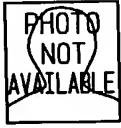
	
<u>JON</u> GLOBAL INITIATIVES PROVIDE FEEDBACK VIEW FEEDBACK (117) 702 <u>FULL TIME EXPERT</u>	<u>ATUL</u> ACCESS, ASP, HTML, VISUAL FOXPRO, MS SQL SERVER, WORD, PPT, VB PROVIDE FEEDBACK VIEW FEEDBACK (2) 702 <u>VOLUNTEER EXPERT</u>
EMAIL ME: <input type="checkbox"/>	EMAIL ME: <input type="checkbox"/>
SELECT AS FAVORITE	SELECT AS FAVORITE

FIG. 6

730

732


	<u>NAME</u> <u>BUSINESS</u> <u>SUB-BUSINESS</u> FUNCTION EXPERTISE <u>LOCATION</u> 734	<u>ATUL</u> CAPITAL SERVICES iPROCESS E-BUSINESS/ INFORMATION TECHNOLOGY ACCESS, ASP, HTML, VISUAL FOXPRO, MS SQL SERVER, WORD, PPT., VB HI-TECH CITY MADHAPUR HYDERABAD INDIA : 91 040 : 742 : ATUL. @
742	738 EMAIL ME	
736		
744	PHONE DIAL COMM EMAIL	
740	PREFERRED LANGUAGE: ENGLISH	

FIG. 7



Applicant: Katesh et al. S.N. 10/020,365 Atty. Dkt. No.: 17652-0
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
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Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

8/14

EXPERT AVAILABILITY/SCHEDULING

784 786 788 782

TO VIEW YOUR SCHEDULE:				
COMMUNITY	ANY COMMUNITY ▾			
MODE	ANY MODE ▾			
TO EDIT YOUR SCHEDULE:				
	E-MAIL	CHAT	PHONE	
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
CREATING TRAINING IN SUPPORTCENTRAL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
LOTUS NOTES HS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
NETWORK ENGINEERS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
NEW HAVEN PEOPLE'S COMMUNITY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SUPPORT CENTRAL SUBS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	NA	
SUPPORTCENTRAL DEVELOPMENT TEAM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SUPPORTCENTRAL ENHANCEMENTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	NA	
SYBASE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

<< OCTOBER 2001 >>						
SUN	MON	TUE	WED	THU	FRI	SAT
	1 <input checked="" type="checkbox"/>	2 <input checked="" type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input checked="" type="checkbox"/>
7 <input checked="" type="checkbox"/>	8 <input checked="" type="checkbox"/>	9 <input checked="" type="checkbox"/>	10 <input checked="" type="checkbox"/>	11 <input type="checkbox"/>	12 <input type="checkbox"/>	13 <input checked="" type="checkbox"/>
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28 <input checked="" type="checkbox"/>	29 <input checked="" type="checkbox"/>	30 <input checked="" type="checkbox"/>	31 <input checked="" type="checkbox"/>			

FIG. 8

780

EXPERTS' SHIFTS

YOUR CURRENT SHIFT: FROM 09:30 AM TO 6:00 PM

SELCT A NEW SHIFT:

START TIME: 09:00 AM ▾ END TIME: 06:30 AM ▾

800

802

FIG. 9



Applicant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 176-00013
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Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

9/14

852

PHOTO (NOT AVAILABLE)

NAME : ATUL

BUSINESS : CAPITAL SERVICES

SUB-BUSINESS : iPROCESS

FUNCTION : E-BUSINESS/

EXPERTISE : INFORMATION TECHNOLOGY

LOCATION : HI-TECH CITY, MADHAPUR, HYDERABAD

PHONE : 91 040

DIAL COMM : 742

EMAIL : ATUL. 880

862

PREFERRED LANGUAGE : ENGLISH

EXPERT IN: ASP, ACCESS, EXCEL, HTML, JAVA, JAVASCRIPT, MS INTERNET EXPLORER, MS OUTLOOK, POWERPOINT, SQL SERVER, SUPPORTCENTRAL EXPERTS, SUPPORTCENTRAL OVERVIEW & HELP, VISIO, VISUAL BASIC, VISUAL BASIC FOR APPLICATIONS, VISUAL FOXPRO, WINDOWS 95/98/2000/NT, WORD

854

858

866

868

856

864

870

MONTHLY AVAILABILITY

<<OCTOBER 2001<<

SUM TUE WED THU FRI SAT

1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31

872

FAVORITE LINKS & DOCUMENTS:

DISPLAYING 1-5 OF 13 DOCUMENTS.

ASP VS DHTML

ASP-DATABASE COMMUNICATION

ASP-DOME PAGE

COONTS-AN OVERVIEW

ASP-SAMPLE CODES

MORE (8) ...

874

CASES SOLVED BY EXPERT

VIEW PREVIOUS CASES

VIEW PREVIOUS FEEDBACK

FEED BACK OF EXPERT FROM OTHER USERS

HOME PAGE

886

CURRENTLY AVAILABLE IN

ASP

ACCESS

EXCEL

HTML

JAVASCRIPT

MS INTERNET EXPLORER

MS OUTLOOK

POWERPOINT

SQL SERVER

SUPPORTCENTRAL EXPERTS

EMAIL

CHAT

PHONE

FIG. 10



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One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

11/14

1000

1002

FILE EDIT VIEW FAVORITES TOOLS HELP									
PHOTO HELLO SAMBEDU USER WELCOME TO CORPORATE INCENTIVES GROUP E-BUSINESS/INFORMATION TECHNOLOGY NEW HAVEN									
E-BUSINESS AND INFORMATION TECHNOLOGY									
HOME MY CASES MY FAVORITES									
CHAT STATION									
MORE EXPERTS >									
<table border="1"><tr><td>1004 PHOTO EXPERT I AM ONLINE O SAMBEDU SUPPORTCENTRAL CASES, EXPERTS & SECURITY BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE</td><td>1004 PHOTO EXPERT I AM ONLINE O SUKHMINDER MANAGER, SUPPORT CENTRAL PROJECT BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE</td><td>1004 PHOTO EXPERT I AM ONLINE O DEEPTI IT INDUSTRY BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE</td><td>1004 PHOTO EXPERT I AM ONLINE O ARJUN LOTUS NOTES, DOMINO, HTML, DHTML, JAVASCRIPT, ASP PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE</td><td>1004 PHOTO EXPERT I AM ONLINE O ANBUMANI ASP, ORACLE AND FINANCE BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK FULL TIME EXPERT BEGIN CHAT SELECT AS FAVORITE</td></tr></table>					1004 PHOTO EXPERT I AM ONLINE O SAMBEDU SUPPORTCENTRAL CASES, EXPERTS & SECURITY BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE	1004 PHOTO EXPERT I AM ONLINE O SUKHMINDER MANAGER, SUPPORT CENTRAL PROJECT BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE	1004 PHOTO EXPERT I AM ONLINE O DEEPTI IT INDUSTRY BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE	1004 PHOTO EXPERT I AM ONLINE O ARJUN LOTUS NOTES, DOMINO, HTML, DHTML, JAVASCRIPT, ASP PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE	1004 PHOTO EXPERT I AM ONLINE O ANBUMANI ASP, ORACLE AND FINANCE BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK FULL TIME EXPERT BEGIN CHAT SELECT AS FAVORITE
1004 PHOTO EXPERT I AM ONLINE O SAMBEDU SUPPORTCENTRAL CASES, EXPERTS & SECURITY BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE	1004 PHOTO EXPERT I AM ONLINE O SUKHMINDER MANAGER, SUPPORT CENTRAL PROJECT BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE	1004 PHOTO EXPERT I AM ONLINE O DEEPTI IT INDUSTRY BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE	1004 PHOTO EXPERT I AM ONLINE O ARJUN LOTUS NOTES, DOMINO, HTML, DHTML, JAVASCRIPT, ASP PROVIDE FEEDBACK VIEW FEEDBACK VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE	1004 PHOTO EXPERT I AM ONLINE O ANBUMANI ASP, ORACLE AND FINANCE BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK FULL TIME EXPERT BEGIN CHAT SELECT AS FAVORITE					
<table border="1"><tr><td>DEBARHYA FACILITATOR MARIE CO-FACILITATOR EMAIL THE FACILITATOR EMAIL A COLLEAGUE ABOUT THIS COMMUNITY COMMUNITY SUBSCRIPTIONS UNSUBSCRIBE TO COMMUNITY UNSUBSCRIBE FROM FORUM VIEW COMMUNITY SUBSCRIBERS VIEW FORUM SUBSCRIBERS YOU ARE AN EXPERT FOR THE COMMUNITY</td></tr></table>					DEBARHYA FACILITATOR MARIE CO-FACILITATOR EMAIL THE FACILITATOR EMAIL A COLLEAGUE ABOUT THIS COMMUNITY COMMUNITY SUBSCRIPTIONS UNSUBSCRIBE TO COMMUNITY UNSUBSCRIBE FROM FORUM VIEW COMMUNITY SUBSCRIBERS VIEW FORUM SUBSCRIBERS YOU ARE AN EXPERT FOR THE COMMUNITY				
DEBARHYA FACILITATOR MARIE CO-FACILITATOR EMAIL THE FACILITATOR EMAIL A COLLEAGUE ABOUT THIS COMMUNITY COMMUNITY SUBSCRIPTIONS UNSUBSCRIBE TO COMMUNITY UNSUBSCRIBE FROM FORUM VIEW COMMUNITY SUBSCRIBERS VIEW FORUM SUBSCRIBERS YOU ARE AN EXPERT FOR THE COMMUNITY									

FIG. 12



Applicant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 176-00013
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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1020

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PHOTO HELLO SAMBEDU CORPORATE
USER WELCOME TO INCENTIVES
SAMBEDU GROUP

E-BUSINESS/INFORMATION TECHNOLOGY NEW HAVEN

E-BUSINESS AND INFORMATION TECHNOLOGY > PROGRAMMING & DATABASE > DOMINO.DOC/WORK FLOW MY CASES MY FAVORITES

HOME

PHONE STATION

PHOTO (NOT AVAILABLE)

1024

CHARLES

1032

EXPERT SCHEDULED FOR TODAY

1026

DOMINO TOOLS BEST PRACTICES AND USE
COMMUNITY SUBSCRIPTIONS
UNSUBSCRIBE TO COMMUNITY
SUBSCRIBE TO FORUMS
VIEW COMMUNITY SUBSCRIBERS
VIEW FORUM SUBSCRIBERS
BECOME AN EXPERT IN THIS COMMUNITY

PHOTO (NOT AVAILABLE)

1024

DOUGLAS

1032

EXPERT NOT AVAILABLE

1026

LOTUS DOMINO
PROVIDE FEEDBACK
VIEW FEEDBACK
VOLUNTEER EXPERT
GET IN LINE ~ 1028
GET OUT OF LINE
SELECT AS FAVORITE

PHOTO (NOT AVAILABLE)

1024

KIRWAN

1032

EXPERT SCHEDULED FOR TODAY

1026

LOTUS, ACCESS, SAP,
DATA WAREHOUSING,
ORACLE, BUSINESS OBJECTS
PROVIDE FEEDBACK
VIEW FEEDBACK
VOLUNTEER EXPERT
GET IN LINE ~ 1028
GET OUT OF LINE
SELECT AS FAVORITE

YOUR CALL * OTHER CALLS *

FIG. 13



App. No. 10/020,365 Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 100013
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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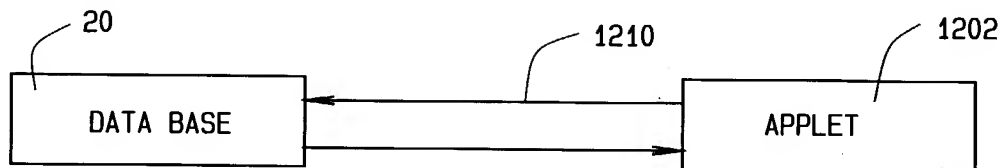
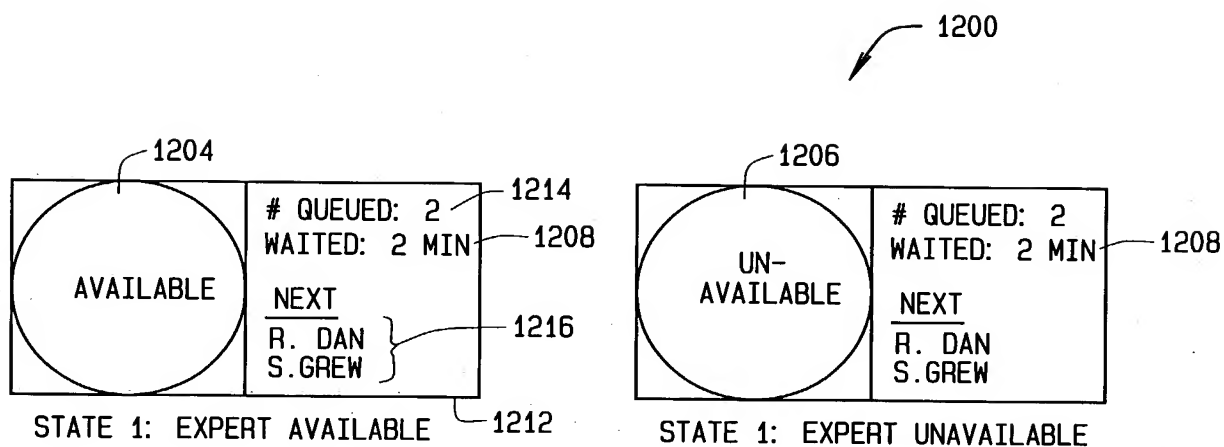


FIG. 15